2017

Rowland Water District
Consumer Confidence Report

Rowland Water District
3021 Fullerton Road, Rowland Heights, CA 91748
(562) 697-1726 | www.RowlandWater.com

Clean, Safe Water for Today & Tomorrow

Since 1953, Rowland Water District has been committed to delivering the highest level of service to you, our customers. Naturally, this standard of excellence includes the quality of your water, a most precious resource. Our commitment to you has never been stronger, and it is evident in Rowland Water District's 2017 Water Quality Report.

Rowland Water has tested water samples for regulated and unregulated contaminants and impurities and our report (detailed in this document) shows that your drinking water not only meets, but exceeds state and federal health and safety standards. Our goal is to provide you with a safe and dependable supply of drinking water, and we want you to understand the efforts we make to continually improve the water treatment process and to protect our water resources.

Rowland Water transports, maintains, and delivers water to about 58,000 people in the cities of Industry and West Covina, as well as in the unincorporated areas of Hacienda Heights, La Puente, and Rowland Heights. We rely mostly on imported drinking water supplies from the Colorado River and from Northern California, which are delivered by our wholesalers, Metropolitan Water District of Southern California and Three Valleys Municipal Water District. All the drinking water we serve meets requirements set by the U.S. Environmental Protection Agency and State Water Resources Control Board.

Ultimately, our responsibility to you doesn't end with this report, and we must remain diligent in our efforts to conserve. Rowland Water is continually planning for drought events and future water usage demands, and will continue to safeguard our resources and maintain our facilities. By using impaired groundwater and recycled water for non-drinking uses such as irrigation, construction, cooling towers and industrial processes, Rowland Water District continues to meet long-term demands while keeping our costs low.

As our valued customers, we ask that you continue your commitment to conservation, which is now a way of life in California. We offer online tools and resources for saving water, because we feel it is important to support your dedication to smart water usage.

Our commitment to you is unwavering. You truly represent Rowland's core values: accountability, communication, and teamwork. I am proud to say that together we are making a remarkable difference, one drop at a time. Thank you for being such engaged customers.

Tom Coleman

Tom Coleman, General Manager

Rowland's Recycled Water Program Expands

Last summer, Rowland Water's Board of Directors approved a Developer Agreement for the Future 3 Recycled Water Pipeline Project in Rowland Heights and the City of Industry. The project will conserve enough fresh water to supply a planned hotel-retail development. The underground recycled water project will include the installation of 1 ½ miles of 8-inch pipeline beginning at the intersection of Los Palacios Drive and Fullerton Road in Rowland Heights and concluding in the City of Industry at Albatross and Colima roads. Rowland Water has prioritized investment in recycled water development to decrease dependence on costly imported water and bring reliable, local water supplies to the region.

Effective Action for Sustainable Progress – Updates are Underway

Strategic planning is a critical process that guides District decisions and ultimately, makes us accountable to you, our customers. Rowland Water has prioritized strategic planning since 2013, when the Board of Directors approved a long-term vision "Effective Action for Sustainable Progress." In 2015, the Board updated its vision and this year, the Board is working on a new update to ensure continued use of reliable water supplies and the maintenance of a cost-efficient delivery process for our valued customers. Throughout the summer, the Board will be considering key strategic planning initiatives such as water supply reliability, finance, innovation, customer satisfaction and many other exciting topics. Look for a fully revised strategic plan by early Fall.

Education Round-Up

Rowland Water District understands the importance of educating our community about water. The District's education program is designed to teach students about responsible water use and to help our local educators share information about this vital natural resource in a fun way.

Custom presentations are offered for teachers and students in elementary classrooms throughout the District's service area and are intended to enhance each school's existing water awareness curriculum. The Wonderful World of Water, a fictional classroom presentation that focuses on the importance of water conservation, is now available to third graders throughout the District's service area. The presentation includes a conservation lesson, journal activities, and a chart that allows students to track their own water use. Find out more at ***www.rowlandwater.com/education***.

Sources of Water

In December 2002, Metropolitan Water District completed a source water assessment of its Colorado River and State Water Project supplies. Colorado River water is considered to be most vulnerable to the effects of recreation, urban and stormwater runoff, increasing urbanization in the watershed, and wastewater. The State Water Project is considered to be most vulnerable to the effects of urban and stormwater runoff, wildlife, agriculture, recreation, and wastewater. A copy of the assessment can be obtained by contacting Metropolitan Water District at (213) 217-6850. In addition to these sources, Rowland Water District stores supplemental water in Main San Gabriel Groundwater Basin and Central Basin.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (U.S. EPA's) Safe Drinking Water Hotline at (800) 426-4791.

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground it dissolves naturally-occurring minerals and, in some cases, radioactive materials, and can pick up substances resulting from the presence of animals or from human activity.

Information About Your Water

Established in 1953, Rowland Water District originally supplied water to about 200 ranchers and farmers, and now serves approximately 58,000 residents in the unincorporated portions of Rowland Heights, La Puente, Hacienda Heights, and the cities of Industry and West Covina.

The District is governed by a publicly elected Board of Directors with five members, each representing a specific division of the service area. Maintaining the highest quality and most reliable drinking water supply, as well as establishing District policy and the annual budget, are the Board's primary functions.

Board meetings are scheduled for the second Tuesday of each month (unless otherwise noted) and held at the District office at 3021 Fullerton Road, Rowland Heights, CA 91748. Board meetings begin at 6 p.m. Agendas are posted at the District office 72 hours in advance of the meeting and on the District's website at www.rowlandwater.com.

Comprehensive water quality reporting is done on an annual basis and describes the sources of potable water, as well as the supply's composition and how it compares to state and federal health and safety standards.

Rowland Water District is committed to providing safe drinking water and strives to maintain the highest level of public confidence within the community. The District works hard to keep customers well informed on all issues related to water supply, quality and conservation.

Contaminants that may be present in source water include:

- ***Microbial contaminants,*** such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants,** such as salts and metals, that can be naturally-occuring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides** that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants** that can be naturally-occuring or the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board, Division of Drinking Water (DDW) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Some people may be more vulnerable to contaminants found in drinking water than the general population. Immuno-compromised persons, such as those with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available by calling the Safe Drinking Water Hotline at (800) 426-4791.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Rowland Water District is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or at ***www.epa.gov/safewater/lead.***

2017 Sample Results

Unless otherwise noted, the data presented in this table is from testing completed January 1 - December 31, 2017. The state requires the District to monitor for certain contaminants less than once per year because the concentrations are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. Unregulated contaminant monitoring helps EPA and the DDW determine where certain contaminants occur and whether they need to be regulated.

For specific questions regarding this report or any additional questions related to District drinking water, please contact Eric Hall, Operations Superintendent, at (562) 697-1726 or email info@rowlandwater.com.

PRIMARY STANDARDS

Parameter	State MCL [MRDL]	PHG (MCLG) [MRDLG]	State DLR	Range Average	Imported Surface Water Weymouth (MWD)	Imported Water Miramar (TVMWD)	Imported Groundwater (CDWC)	Units	Major Sources in Drinking Water
CLARITY									
Combined Filter Effluent	TT=1	NA	NA	Highest	0.04	0.14	ND-0.2	NTU	Soil Runoff
Turbidity (a)	TT (a)			% <0.3	100%	100%	100%	%	
MICROBIOLOGICAL									
Total Coliform Bacteria (b) (Total Coliform Rule)	5%	(0)	NA		RWD Distribution System-Wide -- 1.1%			%	Naturally present in the environment
Fecal Coliform and E.coli (b) (Total Coliform Rule)	(b)	(0)	NA		RWD Distribution System-Wide -- 0%			(b)	Human and animal fecal waste
Heterotrophic Plate Count (e)	TT	NA	NA	Range	ND-1/ND			CFU/mL	Naturally present in the environment
				Average	ND	TT	NC		
Cryptosporidium	TT	(0)	NA	Range				Oocysts/ 200 L	Human and animal fecal waste
				Average	ND	ND	NC		
Giardia	TT	(0)	NA	Range				Cysts/ 200 L	Human and animal fecal waste
				Average	ND	ND	NC		
INORGANIC CHEMICALS									
Aluminum (d)	1000	600	50	Range	ND-210			ppb	Erosion of natural deposits; residue from some surface water treatment processes.
				Average	170	ND	NC		
Arsenic	10	.004	2	Range				ppb	Erosion of natural deposits: glass/ electronics production waste
				Average	ND	ND	ND		
Barium	1000	2000	100	Range				ppb	Discharge of oil drilling waste and from metal refineries; erosion of natural deposits
				Average	ND	ND	130		
Chromium VI (f)	NA	0.02	1	Range			2.7-2.8	ppb	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.
				Average	ND	ND	2.75		
Copper (d) (f)	AL=1.3	0.3	0.05		Results from 2015 - RWD Distribution System-Wide -- 32 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = 0.110 RWD Distribution System-Wide -- Samples Exceeding Action Level = 0			ppm	Internal corrosion of household pipes; erosion of natural deposits
Fluoride	2	1	0.1	Range	0.5 - 0.9		0.30-0.36	ppm	Erosion of natural deposits; water additive that promotes strong teeth
				Average	0.7	ND	0.33		
Lead (f)	AL=15	0.2	5		Results from 2015 - RWD Distribution System-Wide -- 32 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = ND RWD Distribution System-Wide -- Samples Exceeding Action Level = 0			ppb	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Lead (f) schools	AL=15	0.2	5		13 Schools were sampled for Lead in 2017			ppb	Internal corrosion of household pipes; erosion of natural deposits
Nitrate (as N)	10	10	0.4	Range		ND-0.8	3.4-4.6	ppm	Runoff and leaching from fertilizer use; sewage; erosion of natural deposits
				Average	ND	0.5	3.8		
Nitrate + Nitrite (asN)	10	NA	NA	Range			3.9-4.0	ppm	
				Average	NC	NC	3.95		

PRIMARY STANDARDS *(Continued)*

Parameter	Secondary MCL	PHG (MCLG)	State DLR	Range / Average	Imported Surface Water Weymouth (MWD)	Imported Water Miramar (TVMWD)	Imported Groundwater (CDWC)	Units	Major Sources in Drinking Water
VOLATILE ORGANIC CONTAMINANTS									
Trichloroethylene (TCE)	5	1.7	0.5	Range			0.59-1.6	ppb	Discharge from metal degreasing sites and other factories
				Average	ND	ND	0.9		
Tetrachloroethylene (PCE)	5	.06	0.5	Range			ND-0.9	ppb	Discharge from factories, dry cleaners and auto shops (metal degreaser)
				Average	ND	ND	0.52		
Perchlorate (ClO4)	6	1	4	Range			ND-2.9	ppm	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts
				Average	ND	ND	2.1		
RADIOLOGICALS									
Strontium-90	8	0.35	2	Range				pCi/L	Decay of natural and man-made deposits
				Average	ND	0.137	NC		
Tritium	20,000	400	1,000	Range				pCi/L	Decay of natural and man-made deposits
				Average	ND	89.5	NC		
DISINFECTION BY-PRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BY-PRODUCTS PRECURSORS									
Total Trihalomethanes (TTHM) (j)	80	NA	1	Range	RWD Distribution System-Wide -- 0.0 - 68.0			ppb	By-product of drinking water disinfection
				Average	RWD Distribution System-Wide -- 36.46				
Haloacetic Acids (HAA5) (j)	60	NA	1	Average	RWD Distribution System-Wide -- 0.0 - 51.0			ppb	By-product of drinking water disinfection
				Highest	RWD Distribution System-Wide -- 21.11				
Total Chlorine Residual	[4]	[4]	NA	Range	RWD Distribution System-Wide -- 2.00 - 2.65			ppm	Drinking water disinfectant added for treatment
				Average	RWD Distribution System-Wide -- 2.47				
Bromate	10	0.1	1.0	Range	2.6 -5.0- highest RAA			ppb	Byproduct of drinking water ozonation
				Average	Distribution System-wide	NA	NC		

SECONDARY STANDARDS - AESTHETIC STANDARDS

Aluminum (d)	200	600	50	Range	ND-210			ppb	Erosion of natural deposits; residual from some surface water treatment processes
				Average	170	ND	ND		
Chloride	500	NA	NA	Range	29-66		18-20	ppm	Runoff / leaching from natural deposits; seawater influence
				Average	48	28	19		
Color	15	NA	NA	Range				units	Naturally occurring organic materials
				Average	2	ND	<3		
Odor Threshold (k)	3	NA	1	Range			1	TON	Naturally occurring organic materials
				Average	3	1	1		
Specific Conductance	1,600	NA	NA	Range	299-621	240-290	470-490	µS/cm	Substances that form ions when in water; seawater influence
				Average	460	265	480		
Sulfate	500	NA	0.5	Range	46-123		43-44	ppm	Runoff / leaching from natural deposits; industrial wastes
				Average	84	24	43.5		
Total Dissolved Solids (TDS)	1,000	NA	NA	Range	179-364		280-300	ppm	Runoff / leaching from natural deposits
				Average	272	180	290		
Turbidity (monthly) (a)	5	NA	NA	Range			ND-0.2	NTU	Soil runoff
				Average	ND	ND	0.1		

Other Parameters

Parameter	Secondary MCL	PHG (MCLG)	State DLR	Range Average	Imported Surface Water Weymouth (MWD)	Imported Water Miramar (TVMWD)	Imported Groundwater (CDWC)	Units	Major Sources in Drinking Water
Alkalinity	NA	NA	NA	Range	43-71	49-64	160-170	ppm	Measure of water quality
				Average	57	57	165		
Boron	NL=1,000	NA	100	Range		120-150		ppb	Runoff / leaching from natural deposits; industrial wastes
				Average	110	135	ND		
Bicarbonate	NA	NA	NA	Range	NC	NC	200	ppb	
				Average					
Calcium	NA	NA	NA	Range	14-35	13-17	66-68	ppm	Measure of water quality
				Average	24	15	67		
Chlorate	NL=800	NA	20	Range				ppb	By-product of drinking water chlorination; industrial processes
				Average	34	ND	NC		
Corrosivity (i) (as Aggressiveness Index)	NA	NA	NA	Range	11.9-12.1		12.22-12.31	AI	Elemental balance in water; affected by temperature, other factors
				Average	12	11.31	12.27		
Corrosivity (I) (as Saturation Index)	NA	NA	NA	Range	0.18-0.35			SI	Elemental balance in water; affected by temperature, other factors
				Average	0.26	-0.47	NC		
Total Hardness (as CaCO3)	NA	NA	NA	Range	58-152		220	ppm	Measure of water quality
				Average	105	74	220		
Total Hardness (Grains per Gallon)	NA	NA	NA	Range	17.31 - 17.78		12.83	gpg	Measure of water quality
				Average	17.54	5.85	12.83		
Magnesium	NA	NA	NA	Range	6.2-16			ppm	Measure of water quality
				Average	11	7.6	12		
pH	NA	NA	NA	Range	8.4-8.7	7.7-8.59	7.8-7.9	pH units	Measure of water quality
				Average	8.5	8.13	7.85		
Potassium	NA	NA	NA	Range	2.2-3.2	1.5-2.9	3.4-3.6	ppm	Measure of water quality
				Average	2.7	2.2	3.5		
Sodium	NA	NA	NA	Range	35-64		16-17	ppm	Measure of water quality
				Average	50	28	16.5		
Total Organic Carbon (TOC)	TT	NA	0.30	Range	2.0-2.9	1.8-3.3		ppm	Various natural and man-made sources
				Average	2.5	2.3	NC		

Know Your Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

本報告包含有關您飲用水的重要資訊。將它翻譯為中文或向能夠理解其內容之人士諮詢。

Phúc trình này có các chi tiết quan trọng về nước uống của quý vị. Hãy dịch ra ngôn ngữ của quý vị hoặc hỏi người hiểu tiếng Anh.

Itong ulat ay may mahalagang impormasyon tungkol sa tubig na iniinom ninyo. Ipasalin ito o kausapin ang isang tao na nakakaintindi nito.

이 보고서는 당신이 마시는 물에 관한 중요한 정보를 포함합니다. 번역을 하시든지 또는 이를 이해할 수 있는 분과 상담하십시요.

Notes

(a) The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1.0 NTU at any time. Turbidity is a measure of the cloudiness of the water and is an indicator of treatment performance. The monthly average and range of turbidity are listed in the Secondary Standards section and are based on the plant effluents.

(b) Results are based on Rowland Water District's distribution system's highest monthly percent positives. 939 samples were analyzed in 2017. The highest monthly percentage was 1.1%. Total coliform MCLs: No more than 5.0% of the monthly samples may be total coliform positive. Fecal coliform/E. coli MCLs: a routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or E.coli positive. The MCL was not violated.

(c) Previous MCL of 10ppb was withdrawn on 9/11/2017. Metropolitan's chromium VI reporting level is 0.03 ppb, which is below the state DLR of 1 ppb. Data above Metropolitan's reporting level but below the DLR are reported as ND in this report.

(d) Aluminum, Thiobencarb, Copper, and MTBE have both primary and secondary standards.

(e) Pour Plate Technique, 48-hour incubation at 35°C, monthly averages.

(f) Lead and Copper samples are required to be collected once every three years during the months of June - September. Sample results are from 2015. Next set of samples due 2018.

(g) DLR=1.0 ppb for each HAA5 analyte (dichloracetic acid, Trichloracetic acid, monobromoacetic acid, and dibromoacetic acid) except for monochloroacetic acid which has a DLR =2.0 ppb.

(h) SWRCB considers 50 pCi/L to be the level of concern for beta partials.

(i) AI measures the aggressiveness of water transported through pipes. Water with AI <10.0 is highly aggressive and would be very corrosive to almost all materials found in a typical water system. AI ≥ 12.0 indicates non-aggressive water. AI between 10.0 and 11.9 indicates moderately aggressive water.

(j) RWD was in compliance with all provisions of the Stage 2 Disinfectants and Disinfection By-Products Rule (D/DBPR). Compliance was based on the highest Locational Running Annual Average (LRAA) of all data collected at distribution system-wide monitoring locations.

(k) No Odor Threshold MCL exceedance occurred in the Weymouth Treatment Plant Effluents because no values were higher than the MCL of 3. The MCL was not violated.

(l) Positive SI index = non-corrosive; tendency to precipitate and/or deposit scale on pipes.
Negative SI index = corrosive; tendency to dissolve calcium carbonate.

Glossary

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the United States Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Key to Abbreviations

Average	Average of all Samples Collected
CFU	Colony Forming Units
DLR	Detection Limits for the Purposes of Reporting
µS/cm	MicroSiemen per Centimeter
MPN	Most Probable Number
NA	Not Applicable
NC	Not Collected
ND	None Detected
NR	Not Required
NTU	Nephelometric Turbidity Units
ppb	Parts per Billion (µg/L)
ppm	Parts per Million (mg/L)
ppt	Parts per Trillion
pCi/L	PicoCuries per Liter
Range	Lowest to Highest Sampling Results
SI	Saturation Index (Langelier)

Rowland Water District | 3021 Fullerton Road, Rowland Heights, CA 91748 | (562) 697-1726

Office Hours: Monday - Thursday 8 a.m. to 5:30 p.m. | Friday 8 a.m. to 4:30 p.m. Closed on alternating Fridays

After Hours Emergency Service: (562) 697-1726 **www.RowlandWater.com**

Board of Directors

Our Mission

Bound by our core values – Accountability, Communication and Teamwork – we are committed to providing the highest level of service to our customers

For questions or more information about this report, please contact **Eric Hall** at (562) 697-1726, or visit us online at www.RowlandWater.com